

## Wheelchair Service User Forum

Notes and actions from the meeting held on Tuesday 5 November 2019. Thank you to all who attended.

- **Forum:** 1.30pm – 4.30pm
- **Location:** [Priory Street Centre](#), 15 Priory Street, York, YO1 6ET
- **Attendees:** 28 people in attendance – mixture of service users, staff, clinicians, voluntary organisations and commissioners.

### Agenda

1. **Introduction**
2. **Where we are now. Background to the wheelchair contract and latest updates:** Steph Porter, NHS Vale of York CCG
3. **NRS provider update:** Paul Lawrence and Julia Bostock, NRS Healthcare.
4. **Personal Budgets:** Carl Donbavand, NHS Vale of York CCG
5. **Service user feedback going forward:** Victoria Binks, NHS Vale of York CCG
6. **North Yorkshire Disability Forum – Working together to share feedback:** Shanna Carrell, North Yorkshire County Council

### Comments and feedback:

You said	We will do
<p><b>Accessible formats:</b></p> <p>We would like leaflets in accessible formats.</p>	<p>We will work with the wheelchair provider to make sure the new leaflets are in a range of accessible formats.</p>
<p><b>Reviews of equipment:</b></p> <p>We would like to know that service users' equipment is being regularly reviewed.</p>	<p>Commissioners and providers will look at review dates to check that they are happening, and in a location that is convenient to the service user. We will feed back to the forum about progress.</p>

<p><b>Assessments in the community:</b></p> <p>Assessments at hospitals and the wheelchair centre are not always convenient and easy for service users to access. In particular for some in the Ryedale areas it can be a 50 mile round trip, which is difficult with low mobility. Can there be more reviews performed in the community?</p>	<p>We will work with providers to review location of assessment and promote choice of location.</p>
<p><b>Testing with service users:</b></p> <p>It is important to use individual experiences to test the process</p>	<p>We will ask the provider to look at where service user testing can be incorporated into design and choice.</p>
<p><b>Getting the right equipment:</b></p> <p>We would like to know what is on offer in terms of wheelchairs, what people are entitled to and how they are measured against the eligibility criteria.</p> <p>One-size does not fit all. Sometimes the holistic view of the person is not taken into account – such as the correct cushions would prevent future health concerns such as pressure sores etc.</p>	<p>The commissioners will work with the providers to promote the eligibility criteria.</p>
<p><b>Personal Wheelchair Budgets and voucher system:</b></p> <p>We would like to understand what Personal Wheelchair Budgets are, who is entitled to them and how to get one.</p> <p>We would like an update on the current voucher scheme as we are buying equipment from our own funds.</p>	<p>We will look at how we can improve communication around personal wheelchair budgets and learn from colleagues in other areas who have been successful in implementing PWBs.</p> <p>We will provide an update about the voucher system.</p>
<p><b>Key Performance Indicators (KPIs)</b></p> <p>We would like to have more information on the KPIs that the providers are measured against.</p>	<p>We will use the forum feedback to look at co-producing additional Key Performance Indicators.</p>

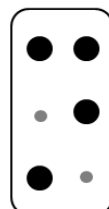
<p><b>Communication and engagement</b></p> <p>We want a two way conversation and to be involved in co-design of service developments.</p> <p>We want you to try and reach out/hear from patients who don't go to forums</p> <p>We want to know what is happening as a result of our feedback</p>	<p>The engagement team will use the feedback about future involvement to draw up a plan of engagement, whether this is through local forums such as the North Yorkshire Disability Forum, via an email group and online, through service user feedback direct to providers or holding a roadshow.</p> <p>We will look at the use of technology and of existing forums to help support this.</p>
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**Next steps:**

The commissioners will work with the providers through the regular Contract Management Board meetings to discuss and progress the actions above.

We will feedback to the forum about the progress against these actions via email and audio CD in January 2020.

**For more information or request this document in a different language or format, or for any more information please contact us.**

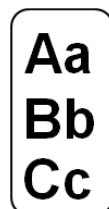


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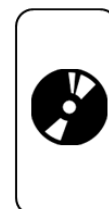


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